CYLCH MEITHRIN PWLL COCH
POLISI CANMOL A CHWYNO

Nod

Nod y Cylch Meithrin yw darparu gwasanaeth o'r safon uchaf ym mhob agwedd o'i waith.

Egwyddorion

Mae'r Cylch Meithrin yn croesawu barn rhieni/gofalwyr/gwarcheidwaid ynglŷn â'r gwasanaeth a ddarperir, fel y gellir ei wella os oes angen. Hysbysir rhieni/gofalwyr/gwarcheidwaid ynglŷn â'r polisi a threfn canmol a chwyno cyn i'w plentyn gychwyn yn y lleoliad. Darperir hyfforddiant i'r holl staff ar weithrediad y Polisi Canmol a Chwyno a'r Cod Ymarfer.

Hawliau Plant

Mae rhoi gwybod i bawb sut i ganmol neu gwyno am ein gwasanaethau yn rhan allweddol o barchu hawliau plant sydd wedi eu gosod yng Nghonfensiwn y Cenhedloedd Unedig ar Hawliau Plant, yn benodol:

Erthygl 3: Dylai pob sefydliad sydd yn ymwneud â phlant bob amser wneud yr hyn sydd orau i bob plentyn.

Erthygl 12: Mae gan blant yr hawl i ddweud eu barn ynghylch yr hyn a ddylai ddigwydd pan fo oedolion yn gwneud penderfyniadau sy'n effeithio arnyn nhw, ac i'w barn gael ei hystyried

Erthygl 19: Dylai llywodraethau ofalu bod plant yn cael y gofal priodol, a'u cadw rhag trais, camdriniaeth ac esgeulustod gan eu rhieni neu unrhyw un arall sy'n edrych ar eu hôl.

Erthygl 29: Dylai addysg ddatblygu personoliaeth a thalent pob plentyn yn gyflawn. Dylai annog plant i barchu eu rhieni, a'u diwylliant nhw ac eraill.

Cod Ymarfer

Bydd yr **Unigolyn Cyfrifol / Person Cofrestredig** gyda chefnogaeth y Person â Gofal yn sicrhau bod staff i gyd yn deall, ac yn derbyn copi o'r Polisi Canmol a Chwyno ac yn cael eu hyfforddi yn briodol. Bydd y Cylch Meithrin yn sefydlu trefn gadarn ar gyfer derbyn cwynion, ac yn ceisio'u datrys mewn modd adeiladol cyn gynted â phosibl. Trwy gydol y broses o ddelio â chwyn, rhaid ystyried a pharchu llais y plentyn a sicrhau gweithredu yn unol â lles pennaf y plentyn bob tro. Dylid ymdrin â phob chwyn, gyda sensitifrwydd gan barchu cyfrinachedd pawb dan sylw. Os bydd rhiant/gofalwr/gwarcheidwad neu aelod arall o'r cyhoedd yn anfodlon gydag unrhyw agwedd o'r gwasanaeth, bydd y drefn isod yn cael ei dilyn:

Trefn Cwynion

- Cysylltu â'r Person â Gofal neu'r **Unigolyn Cyfrifol / Person Cofrestredig** i ddatgan y gwyn ar lafar. Ceisir datrys y mater a hysbysu'r rhieni/gofalwyr/gwarcheidwaid o'r camau a gymerwyd o fewn 3 diwrnod gwaith.

- Dylai'r **Unigolyn Cyfrifol / Person Cofrestredig** hysbysu'r sawl sydd yn gwneud y cwyn o unrhyw wasanaethau eirioli neu gefnogi sydd ar gael iddynt.

- Os yw'r cwyn yn ymwneud â phlentyn ble mae'r awdurdod lleol wedi trefnu'r gofal, dylai'r **Unigolyn Cyfrifol / Person Cofrestredig** hysbysu'r sawl sydd yn gwneud y cwyn fod ganddynt hawl i gwyno i'r awdurdod lleol.

- Gyda chytundeb y sawl sydd yn gwneud cwyn, gall yr **Unigolyn Cyfrifol / Person Cofrestredig** wneud trefniadau i geisio cymodi, cyfryngu neu gael cymorth er mwyn ceisio datrys y gwyn, gan gyfeirio at asiantaeth neu berson annibynnol pe bai angen.

- Os na ellir datrys y mater yn dderbyniol, neu os mai dymuniad y rhieni/gofalwyr/gwarcheidwaid yw cyflwyno'r gwyn yn ysgrifenedig, dylid cyfeirio'r mater yn ffurfiol ac yn ysgrifenedig i'r **Unigolyn Cyfrifol / Person Cofrestredig**. Cynhelir ymchwiliad llawn i'r mater ar unwaith, a rhoddir ymateb llawn i'r achwynwr yn ysgrifenedig o fewn 14 diwrnod.

- Os nad yw'r ymchwiliad wedi ei gwblhau o fewn yr amser dynodedig, dylid cyflwyno adroddiad interim i'r person a gwynodd, ynghyd ag esboniad ynglŷn â pham fod angen amser ychwanegol.

- Dyllid cwblhau'r ymchwiliad a chyflwyno adroddiad ysgrifenedig o fewn 28 diwrnod. Cedwir unrhyw ohebiaeth, nodiadau ac adroddiadau ar yr achos gan y Cylch Meithrin a byddant ar gael i AGGCC eu gweld.

- Os yw'r sawl sydd yn cwyno yn parhau i fod yn anfodlon gyda'r canlyniad gellir cyfeirio'r mater yn uniongyrchol at AGGCC yn un o'r cyfeiriadau isod:

AGGCC RHANBARTH DE-DDWYRAIN CYMRU
Swyddfa Llywodraeth Cymru
Parc Busnes
Rhydycar
Merthyr Tudful
CF48 1UZ
0300 7900 126
cssiw@wales.gsi.gov.uk

AGGCC RHANBARTH DE ORLLEWIN CYMRU

Adeiladau'r Llywodraeth
Heol Picton
Caerfyrddin
SA31 3BT
0300 7900 126
cssiw.southwest@wales.gsi.gov.uk

AGGCC Rhanbarth Gogledd Cymru
Swyddfa Llywodraeth Cymru
Sarn Mynach
Cyffordd Llandudno
LL31 9RZ
0300 7900 126
cssiw.north@wales.gsi.gov.uk

Ar gais gan AGGCC bydd yr **Unigolyn Cyfrifol / Person Cofrestredig** yn gyfrifol am ddarparu adroddiad ar bob cwyn a dderbyniwyd gan y Cylch Meithrin dros y 12 mis diwethaf, a'r camau a gymerwyd mewn ymateb i bob cwyn.

Os yw'r cwyn yn ymwneud â chyhuddiad yn erbyn y **Unigolyn Cyfrifol / Person Cofrestredig** dylid cysylltu â Mudiad Meithrin am gyngor pellach.

Os yw ymchwiliad y gwyn yn cyd redeg ag ymchwiliad gan gorff arall i'r gwyn (e.e. achos llys) rhaid i'r **Unigolyn Cyfrifol / Person Cofrestredig**, y sawl sydd yn cwyno, ag unrhyw bersonau neu gyrff priodol eraill, benderfynu sut dylid delio a'r gwyn yn unol a Rheoliadau 33 (1-6)[1].

Bydd y Cylch Meithrin yn cydymffurfio gyda Rheoliadau Gwarchod Plant a Gofal Dydd (Cymru) 2010 wrth ymdrin â

Materion sydd yn destun ystyriaeth gydamserol

36.—(1) Pan fo cwyn yn ymwneud ag unrhyw fater—

(a) y mae'r achwynydd wedi datgan mewn ysgrifen ei fod yn bwriadu codi achos mewn unrhyw lys neu dribiwnlys yn ei gylch, neu

[1] http://www.legislation.gov.uk/wsi/2010/2574/pdfs/wsi_20102574_mi.pdf

(b) y mae'r person cofrestredig yn codi, neu'n bwriadu codi achos disgyblu yn ei gylch, neu

(c) yr hysbyswyd y person cofrestredig bod ymchwiliad yn cael ei gynnal yn ei gylch, gan unrhyw berson neu gorff, gan ystyried achos troseddol, neu

(ch) y cynullwyd cyfarfod yn ei gylch sy'n cynnwys cyrff eraill gan gynnwys yr heddlu i drafod materion mewn cysylltiad ag amddiffyn plant neu oedolion hyglwyf, neu

(d) yr hysbyswyd y person cofrestredig yn ei gylch bod ymchwiliadau ar droed gan ystyried dwyn achos o dan adran 59 o Ddeddf Safonau Gofal 2000 (tynnu ymaith etc. o'r gofrestr)(1), neu

(dd) yr hysbyswyd y person cofrestredig yn ei gylch bod awdurdod lleol wedi cychwyn, neu yn cychwyn, ymholiadau amddiffyn plant,

Rhaid i'r person cofrestredig ystyried, gan ymgynghori â'r achwynydd, ac unrhyw berson neu gorff arall yr ystyria'n briodol ymgynghori ag ef, sut y dylid ymdrin â'r gŵyn.

Gan ystyried canllawiau rheoliad 36 gellir penderfynu peidio parhau ag ystyried cwyn oherwydd ei fod o dan ystyriaeth gydamserol. Ceir manylion pellach yma

http://www.legislation.gov.uk/wsi/2010/2574/regulation/36/made/welsh

Os yw'r gŵyn yn cynnwys cyhuddiad o gam-drin plant, bydd y Cylch Meithrin yn gweithredu ar unwaith trwy ddilyn ei Bolisi Amddiffyn Plant yn unol â Gweithdrefnau Amddiffyn Plant Cymru Gyfan 2008.

Dylid dilyn y camau a amlinellwyd yn y Safonau Gofynnol Cenedlaethol (Safon 19) o ran y wybodaeth sy'n cael ei gofnodi a'i chadw.

Bydd y Cylch Meithrin yn cynnal hunanarfarniad bob blwyddyn (**gweler ffurflen GG yn Atodiad 1).**

COMPLIMENTS AND COMPLAINTS POLICY

Aim

The Cylch Meithrin aims to provide a service of the highest standard in all aspects of its work.

Principles

The Cylch Meithrin welcomes the opinions of parents/guardians/carers about the service it provides, so that it can be improved, if necessary. Parents are informed of the policy and of the compliments and complaints procedure before their child starts in the setting. Training is provided for all the staff on how to implement the Compliments and Complaints Policy and the Code of Practice.

The Rights of the Child

Ensuring that everyone knows how to compliment or complain about our service is an essential part of respecting the Rights of the Child as stated in the United Nations Convention on the Rights of the Child. In particular:

Article 3: All organisations concerned with children should work towards what is best for each child.

Article 12: Children have the right to say what they think should happen, when adults are making decisions that affect them, and to have their opinions taken into account.

Article 19: Governments should ensure that children are properly cared for, and protect them from violence, abuse and neglect by their parents or anyone else who looks after them.

Article 29: Education should develop each child's personality and talents to the full. It should encourage children to respect their parents, and their own and other cultures.

Code of Practice

The **Responsible Individual / Registered Person** along with the Person in Charge will ensure that that all the staff understand and receive a copy of the Compliments and Complaints Policy and are trained appropriately. The Cylch Meithrin will establish a robust procedure for receiving complaints and will attempt to resolve them in a constructive way as soon as possible. Throughout the complaints procedure, the voice of the child must be considered and respected, and all actions taken must be in the best interest of the child. All complaints will be handled in a sensitive manner respecting the confidentiality of all involved. If a parent/guardian or

another member of the public is dissatisfied with any aspect of the service, the procedures below will be followed:

Complaints Procedure

- Contact the Person in Charge or the **Responsible Individual / Registered Person** to voice the complaint verbally. An attempt will be made to resolve the matter and parents/guardians will be informed within 3 working days.
- The **Responsible Individual / Registered Person** inform the complainant about any advocacy services or support services available to them
- If a complaint relates to a child that has been placed in the setting by the local authority, the **Responsible Individual / Registered Person** will inform the complainant that they have a right to complain to the local authority
- The **Responsible Individual / Registered Person** with the consent of the complainant, can make arrangements towards mediation and reconciliation, or seek support from an independent agency or person if appropriate, to solve the complaint.
- If the matter cannot be satisfactorily resolved or if the parents/guardians wish to present the complaint in writing the matter should be referred formally and in writing to the **Responsible Individual / Registered Person**. A full investigation will be held at once and the complainant will receive a full written response within 14 days.
- If the investigation has not been completed within the specified time, an interim report should be presented to the complainant, with an explanation of why more time is required.
- The investigation should be completed and a written report produced within 28 days. All correspondence, notes and reports relating to the matter will be kept by the Cylch Meithrin and will be available for CIW to see.
- If the complainant is still unsatisfied with the result the matter can be referred directly to CIW at the one of the following addresses:

CIW SOUTH EAST REGIONAL OFFICE
Welsh Government office
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ
0300 7900 126
cssiw@wales.gsi.gov.uk

CIW SOUTH WEST REGIONAL OFFICE
Welsh Government office
Heol Picton
Carmarthen
SA31 3BT
0300 7900 126
cssiw.southwest@wales.gsi.gov.uk

CIW NORTH WALES OFFICE
Welsh Government office
Sarn Mynach
Llandudno Junction
LL31 9RZ
0300 7900 126
cssiw.north@wales.gsi.gov.uk

At the request of CIW the Registered Person/the Committee will be responsible for preparing a report of every complaint received by the Cylch Meithrin during the previous 12 months, and the steps taken to address each complaint.

If the complaint involves an accusation against the **Responsible Individual / Registered Person** or another member of the Committee, Mudiad Meithrin should be contacted for further advice.

If the investigation coincides with a separate investigation by another body (e.g. Court case) the Responsible Individual, the complainant and any other relevant bodies or persons must decide how to proceed, in accordance with Regulations 33 (1-6)[2].

The Cylch Meithrin will act in accordance with The Child Minding and Day Care (Wales) Regulations 2010 when dealing with

Complaints subject to concurrent consideration

36.—(1) Where a complaint relates to any matter—

(a) about which the complainant has stated in writing that he or she intends to take proceedings in any court or tribunal, or

(b) about which the registered person is taking or is proposing to take disciplinary proceedings, or

[2] http://www.legislation.gov.uk/wsi/2010/2574/pdfs/wsi_20102574_mi.pdf

(c) about which the registered person has been notified that an investigation is being conducted by any person or body in contemplation of criminal proceedings, or

(d) about which a meeting involving other bodies including the police has been convened to discuss issues relating to the protection of children or vulnerable adults, or

(e) about which the registered person has been notified that there are current investigations in contemplation of proceedings under section 59 of the Care Standards Act 2000 (removal etc. from register)(1), or

(f) about which the registered person has been notified that a local authority has or is instigating child protection enquiries,

the registered person must consider, in consultation with the complainant and any other person or body which they consider appropriate to consult, how the complaint should be handled. Such complaints are referred to for the purposes of this regulation as "complaints subject to concurrent consideration".

Consideration of Regulation 36 should be given when deciding not to pursue a complaint due to it being subject to concurrent consideration. Further information is available here.

http://www.legislation.gov.uk/wsi/2010/2574/contents/made

If the complaint involves an accusation of child abuse, the Cylch Meithrin will act immediately by following its Child Protection Policy with conforms to the All Wales Child Protection Procedures 2008.

The steps outlined in the National Minimum Standards (Standard 19) should be followed with regard to the information which is recorded and kept.

The Cylch Meithrin will conduct a self-evaluation annually (**see form GG in Appendix 1**).

Atodiad 1: GWERTHUSO GWASANAETH YN YSTOD CYFNOD Y PLENTYN YN Y CYLCH

Appendix 1: EVALUATING THE SERVICE DURING THE CHILD'S PERIOD IN THE CYLCH

CYLCH MEITHRIN PWLL COCH

Rhowch groes yn y blwch sy'n cyfateb â'ch barn ***Place a cross in the box which reflects your opinion***	**Rhagorol** ***Excellent***	**Da iawn** ***Very Good***	**Da** ***Good***	**Boddhaol** ***Adequate***	**Gellir gwella** ***Room for improvement***
Sut groeso gawsoch chi pan yn ymweld â'r Cylch Meithrin am y tro cyntaf? *What kind of welcome did you receive when you visited the Cylch Meithrin for the first time?*					
Sut groeso gewch chi a'ch plentyn ar ddechrau pob sesiwn o'r Cylch Meithrin? *What kind of welcome do you and your child receive at the beginning of every session in the Cylch Meithrin?*					
Nodwch eich barn am y gofal mae eich plentyn yn ei dderbyn yn y cylch? *What is your opinion of the care your child receives in the Cylch?*					
Nodwch eich barn am yr adnoddau a gweithgareddau a gynigir i'ch plentyn yn y Cylch? *What is your opinion of the resources and activities on offer to your child in the Cylch?*					
Nodwch eich barn am y dull o adael i chi wybod am y gweithgareddau a wneir gyda'r plant yn y Cylch Meithrin? *What is your opinion of the way you are informed about the activities which your child undertakes in the Cylch Meithrin?*					
Nodwch eich barn am y drefn a gynigir i chi drafod datblygiad eich plentyn? *What is your opinion of the arrangements made for you to discuss your child's development?*					
Pa mor gyfleus i chi yw'r amseroedd y cynhelir Pwyllgor y Cylch Meithrin? *How convenient are the times the Cylch Meithrin Committee meets?*					
Pa mor effeithiol, yn eich tyb chi, yw dull marchnata'r Cylch? *How effective, in your opinion, are the methods used to market the Cylch?*					
Unrhyw Sylwadau Eraill: *Any Other Comments:*					